

# BENEFITS NEWS

An Information Publication for State of California Employees

## EMPLOYEE ASSISTANCE PROGRAM

The Employee Assistance Program (EAP) is available to assist employees and their family members in identifying and gaining control over personal problems which can, and often do, affect both family life and job performance. Through direct counseling and/or referrals, EAP counselors can assist employees in addressing family or marital difficulties, problems with alcohol or drugs, and feelings of stress or depression. Counseling and/or referrals to community resources is also available for financial matters, child and elder care issues, and legal matters.

### **What services are offered by EAP?**

The State of California EAP is an assessment, short-term counseling and referral service designed to provide you and your family with assistance in managing everyday concerns. Through EAP, you can get help addressing problems in the following areas:

- Alcohol Abuse
- Drug Abuse
- Marital and Family Issues
- Emotional, Personal and Stress Concerns

### **How do I access EAP program?**

Call (866) EAP-4SOC (866-327-4762) or TDD (800) 327-0801.

Specially trained customer service representatives and professional EAP counselors are available 24 hours a day, 7 days a week to confidentially discuss your concerns and ensure that you receive the assistance you need.

### **What information should I have with me when I call?**

You will need to provide your name, the name of your agency or department (and facility name if applicable), and your collective bargaining identification (CB/ID) code. If you do not know your CB/ID code, MHN can help you identify it if you provide your exact job title.

When eligible dependents call EAP, they will need to have the appropriate information about the employee whose benefit plan they are covered under (i.e., parent or spouse/registered domestic partner).

### **Are EAP services really confidential?**

All EAP records and services are treated with the strictest confidence. The personal information you share with your counselor is confidential, unless you sign a release of information or if the law requires disclosure (e.g., if there is a threat of serious harm to yourself or others, or if there is a suspicion of elder or child abuse).

### **Do I have to wait until a problem is really serious before I can call EAP?**

No. The philosophy of EAP and the State of California in offering this benefit, is that problems are most effectively handled before they become serious. The key is to get assistance before a problem escalates and begins to detrimentally affect your home life or work performance. When employees bring home a problem from work, it can interfere with their family life. When employees bring their personal problems to their job, they run the risk of having their personal problems affect their work performance.

### **If I've exhausted my available sessions, can my supervisor refer me so that I can get additional sessions?**

No. A supervisor's formal referral does not count against or add to the number of sessions allowed under your level of services. The number of sessions allowed for a formal referral is limited to the time it takes a counselor to make an assessment of your problem, develop a corrective plan of action, identify options and refer you to the appropriate resource for counseling. This typically occurs in one or two counseling sessions.

**My counselor said she would have to refer me out of EAP before I have used all of my sessions. Why can't I be referred out afterward?**

The core focus of EAP is to assist employees with personal short-term problems. EAP covers brief counseling and referral services, rather than long-term behavioral health care treatment. Counselors can help you clarify a problem, and, if appropriate, provide short-term counseling. But if longer-term counseling or other community resources would better serve you, your counselor will refer you out of EAP.

The number of counseling sessions you're entitled to depends on your State employment category or collective bargaining unit. Each counseling session lasts approximately 50 minutes. The employment categories and corresponding counseling sessions are as follows:

Employment Category	Number of Counseling Sessions Per Contract Year (July 1 – June 30)
<b>Level 1:</b> Bargaining Units 5 and 7 employees and all exempt, managerial, and supervisory, and confidential employees of the CHP.  Bargaining Unit 7 employees (R07), managers (M07), supervisors (S07) and confidential employees (C07) in any other department.  Bargaining Unit 6 employees (R06), managers (M06), supervisors (S06) and confidential employees (C06).  Bargaining Unit 8 employees (R08), managers (M08), supervisors (S08) and confidential employees (C08) including seasonal and intermittent fire fighters.	7 sessions per problem type for employee.  7 sessions per problem type for spouse/ registered domestic partner.  7 sessions per problem type <b>total</b> for dependent children.
<b>Level 2:</b> All CHP, Dept. of Forestry and Fire Protection (State Fire Marshall), Dept. of Corrections, Board of Prison Terms, Prison Industry Authority, Dept. of Youth Authority, Youthful Offender Parole Board, Board of Corrections, and Youth and Adult Correctional Agency employees unless listed above in Level 1 above.	3 sessions per problem type <b>total</b> for the employee, spouse/ registered domestic partner, and dependent children.
<b>Level 3:</b> All other employees.	3 sessions <b>total</b> for employees.  3 sessions <b>total</b> for spouse/registered domestic partner and dependent children.

When both spouses/registered domestic partners are State employees, spouses/registered domestic partner and family members are entitled to the counseling services under each employee's employment category. Group or family counseling sessions of standard duration with one counselor are counted as one session.

For more information on your EAP services contact your departmental EAP coordinator or call MHN directly at (866) EAP-4SOC (866-327-4762). TDD callers dial: (800) 327-0801. Or visit <http://eap4soc.mhn.com>.

**For More Information**

**DPA Benefits Division**  
(916) 322-0300 ♦ CNET 492-0300

**ARAG Group**  
**Group Legal Services Plan**  
1-800-247-4184

**Dental Program**  
(916) 324-0525 ♦ CNET 454-0525

**Employee Assistance Program**  
**MHN (Managed Health Network)**  
1-866-327-4762

**FlexElect Program**  
(916) 327-6429 ♦ CNET 467-6429

**Health Promotion Program**  
(916) 324-9398 ♦ CNET 454-9398

**Merit Award Program**  
(916) 324-0522 ♦ CNET 454-0522

**Pre-Tax Parking**  
(916) 324-0526 ♦ CNET 454-0526

**Rural Health Care Program**  
(916) 327-1439 ♦ CNET 467-1439

**Savings Plus Program**  
1-866-566-4777  
[www.sppforu.com](http://www.sppforu.com)

**Travel & Relocation and**  
**Vanpool Programs**  
(916) 324-0526 ♦ CNET 454-0526

**Vision Service Plan**  
1-800-877-7195

**Workers' Compensation Program**  
(916) 445-9792 ♦ CNET 485-9792

**DPA Fax Numbers**

**Benefits Division**  
(916) 322-3769 ♦ CNET 492-3769

**Savings Plus Program**  
(916) 327-1885 ♦ CNET 467-1885

**TDD (Any unit in DPA)**  
(916) 327-4266 ♦ CNET 467-4266

**Internet Address**

[www.dpa.ca.gov](http://www.dpa.ca.gov)